

DOLIR REVIEW

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Third Quarter 2001 Service Awards EMPLOYEES HONORED FOR SERVICE TO THE DEPARTMENT

By Joann Lindemann, Office of Public Affairs

More than 50 department employees were honored with service awards for their dedication and service to the citizens of Missouri. Service

awards for the third quarter of 2001 were presented during a ceremony October 25 at the Dunklin Street facility in Jefferson City.



Employees with 25 years of service include (from left), Front Row: Debbie Troesser, Anna Evans, Janet Farley, Connie Noble. Back Row: Carol Woebler, Joanna Mealy, Robin Payne, Jacqueline Hunter, Donald Duncan, Pamela Foresman. Not pictured: Judy Bax, Rachel Heimer, Betty Maassen, David Rice, Eugene Steinmann and Curtis Weber.



Geraldine Kampeter was honored for 45 years of service to the Department.

Service Awards are presented to employees who have accumulated tenure with the Department in five-year increments, beginning with five years of service.

A complete list of Service Award recipients can be found on page 2.

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MICA BALDWIN

Title: Clerk III
Division: Division of Labor Standards
Section: Mine and Cave Safety
Location: Jefferson City, MO

Employee Profile

Q What do you consider the most important thing your program/division does for Missouri citizens?

A The Mine and Cave Safety Program assists and provides educational information to all mine and cave operations throughout the state of Missouri.

Q How does what you personally do in your job help or affect Missouri citizens?

A I provide assistance through the scheduling of mine and cave safety training. I also assist with helping people to better understand the mine safety training guidelines.

Q What part of what you do gives you the most satisfaction/pride/feeling of accomplishment?

A I feel the greatest satisfaction when our mining operations can call our agency first and get their training questions answered. This saves them from having to make a call to the Mine Safety and Health Administration.

Third Quarter 2001 Service Award Honorees

5 Years

Liz Campbell
Paul Johnson
Nancy Oviedo
Cynthia Quetsch
Ralph Rivera
Bryan West

10 Years

Kevin Dinwiddie
Joetta Eagleburger
James Hawkins
Karen King
Joann Molden
Dennis Moody
Judy Richardson
James Rook
Johnna Tate
Gail Topps
Brian Thruston
Brenda Weatherly

15 Years

Salvador Alatorre
Sheila Brasher
Marjorie Fowler
Michael Gaston
Phillip Gordon
Judy Guyton
June McElroy-Bradshaw
Patrick Noonan
Shauna Qualls

20 Years

Karen Brandhorst
Karen Pate
Melvin Tom Colvin

25 Years

Judy Bax
Donald Duncan
Anna Evans
Janet Farley
Pamela Foresman
Rachel Heimer

30 Years

Jacqueline Hunter
Betty Maassen
Joanna Mealy
Connie Noble
Robin Payne
David Rice
Eugene Steinmann
Debbie Troesser
Curtis Weber
Carol Woehrer

35 Years

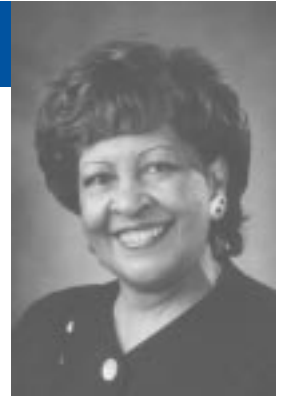
Karen Glor
Cheryl James
Charlene McDermott
Vera Mitchell

40 Years

Hattie Dixon
Mary Graham

45 Years

Geraldine Kampeter



Saying Thank You to our Veterans

Every November 11 we celebrate Veterans Day. This year, more than ever, we are reminded of the many heroic individuals who have served in our armed forces and protected our right to live in peace and freedom in the greatest country in the world.

This year, as you enjoyed your day off, I hope you took a moment to recognize the enormous debt of gratitude we owe our veterans, and took some time to reflect on all they have given us.

Don't take your freedom for granted. Cherish it every day. Veterans Day is the day set aside to thank and honor all those who served honorably in the military – in wartime or peacetime, living or dead. If you know a veteran, and most of us do, acknowledge his or her contributions to our national security – say thank you.

Every day U.S. military personnel around the world risk their lives so that we might continue to enjoy our

freedom and high standard of living. Let's keep them in our thoughts not just on Veterans Day, but every day.

Nominations for Individual/Team/Division Award Due November 30

Nominations for the Department's annual Individual/Team/Division Award are due November 30. This award recognizes an individual, team or entire division within the Department for outstanding work. Nominations should be based on innovation, customer service, collaborative work, advanced technology or improved service performed in 2001.

The Department implemented an Individual/Team/Division award in 1999. It is very similar to the Governor's Award for Quality and Productivity, but is given at the Department level. Nominations are reviewed on a yearly basis by a committee representing department employees from across the state. The committee reviews each submission and the nomination with the most votes wins.

The Internet Claim Filing Project team received the 2000 Individual/Team/Division Award for their work implementing the Division of Employment Security's online unemployment claims filing system.

The nomination form (MODOL-4438) can be found on the

Department Intranet. Nominations should be sent to Tammy Cavender no later than November 30, 2001. If you have any questions, please e-mail or call her at (573) 522-2546. Detailed information regarding the award can be found in the DOLIR Administration Manual (B05-19150) on the Intranet.

Be Ready for Winter Weather

The National Weather Service, the State Emergency Management Agency (SEMA) and local emergency management agencies have proclaimed November 14 Winter Awareness Day.

You can get information on how to prepare for severe winter weather by visiting SEMA's website at <http://www.sema.state.mo.us>.

Workers' Compensation Employee Is Published Author

Richard Stickann, special projects coordinator in the Division of Workers' Compensation has a book coming out. The novel, set in Chicago, is titled *Glory Be To the Father, the Son....* It will be out around the first week of December and will be available through Amazon.com, Borders.com, BarnesandNoble.com, Xlibris.com or through any bookstore.

Richard has been a regular

contributor to *Old West* and *True West* magazines as well as numerous other periodicals. He has had stories and poems published in children's magazines including *Story Friends*, *Hopscotch* and *Child Life* and contributed a chapter titled "The Family Tourette" in the book *Don't Think About Monkeys*.

Charles Case is State Employee of the Month

Charles "Fred" Case, office service coordinator with Facilities Management in Jefferson City has been named the November State Employee of the Month. He will receive his honor in a ceremony November 26.

Case was named August Employee of the Month by the Department for extraordinary efforts working with the Missouri Youth Leadership Forum (MYLF) for Students with Disabilities, sponsored by the Governor's Council on Disability.

The State Employee of the Month is selected by the State Employee of the Month Selection Committee from among nominations submitted by the 16 state departments and some elected offices.

Mine Rescue Teams – The Industry’s Heroes

By Jim Walker, Mine Safety Instructor, Division of Labor Standards



Division of Labor Standards employees at the annual Rolla Regional Mine Rescue Contest (from left) Jim Walker, Denny Mathes, Steve Dunn, Shawn Weston, Tom Colvin, Colleen Baker and Martha Gibson.

Television coverage of earthquakes and terrorist attacks has given Americans a glimpse at the horror of being buried alive. Few, however, enter a workplace that has the potential of collapsing and trapping them on any given day. Underground miners face that threat daily; but they do so with the knowledge that should they become trapped, highly trained rescue teams would be doing everything humanly possible to bring them to safety.

Federal mining regulations require that all underground mines have access to two mine rescue teams. During an

emergency, one team will enter the mine and one will remain on the surface. The surface team is responsible for rescuing the team underground should its members become trapped. Many mining operations do not maintain a

mine rescue team. Instead, they have usage agreements with companies that do maintain a team or teams. Mine rescue teams are comprised of volunteers who devote countless hours to training for the disaster they pray never comes. The training ranges from first aid to testing for gases and requires considerable physical exertion. To ensure the training is effective, the teams enter competitions that feature complex, hypothetical rescue problems that must be completed within a specified time limit. Mine rescue contests generally take place on the surface in mock mines that

are constructed of plywood and plastic. Judges enter the “mine” with each team and judge the team’s effectiveness in accordance with strict safety guidelines. A national contest is held every other year and features the crowning of a national champion mine rescue team. Regional competitions are held at various locations to prepare teams for the national contest.

One of the most unique regional contests is held each October in Rolla, Missouri. The Rolla competition is unique because it is actually conducted underground in the University of Missouri’s Experimental Mine. The October 2001 competition included both a rescue problem and a first aid contest. The rescue problem was designed and judged by federal mine inspectors from the Mine Safety and Health Administration. The first aid contest was designed and judged by state instructor/inspectors from the Division of Labor Standards’ Mine and Cave Safety Section.

Participants in the contest came from as far away as New Mexico and Louisiana. Missouri mining companies/organizations that entered the contest included The Doe Run Company (two teams), Mississippi Lime Company, and the University of Missouri - Rolla. Unfortunately for the Missouri teams, both the first aid contest and the rescue competition were won by out of state teams.

DOLIR Employees Exceed Charity Goal

By Saralinda Viggers, MSECC Coordinator

DOLIR employees’ are awesome!

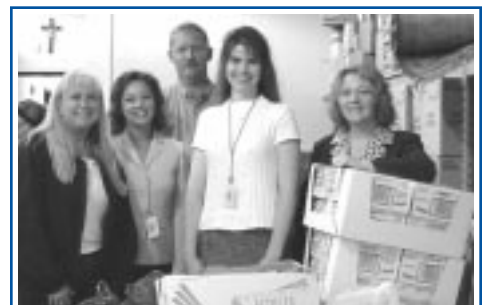
Thanks to all who participated in the 2001 Missouri State Employees’ Charitable Campaign (MSECC). This marks another successful Campaign year. Preliminary contributions have exceeded the Department’s goal of increasing contributions by 10 percent by several thousand dollars. The emergency establishment of the September 11th Fund helped increase contributions.

I would like to extend special thanks to Arlene Richmond in the Kansas City Regional Claims Center and Cindy Wagner in the St. Louis Regional Claims Center for organizing the MSECC kick off events in those locations. The pizza and cookies

were great!

Colleen Baker and the Division of Labor Standards issued a challenge for food donations for the annual MSECC Memorial Food Drive. As a result, 33 boxes of food were donated to the Samaritan Center in Jefferson City. Richard Clarkston of the Center stated, “we have served over 900 families in the month of October,” stressing the importance of food donations as the critical winter months approach. Margaret Roberts from Division of Workers’ Compensation in St. Louis organized their food drive, donating food to St. Vincent’s Catholic Church.

Again, thanks to everyone who contributed to the campaign and



From left: Leah Ann Hilgert, Saralinda Viggers, Debbie Kleindienst, Richard Clarkston, Samaritan Center pantry and building manager, and Amy Frank with the Department’s donations at the Samaritan Center.

participated in the food drive. Your efforts to support local and regional organizations, those affected by the September 11th tragedies and worldwide relief organizations, are invaluable gifts.

Helping Children Overcome Prejudice

Many people are wondering how they can help the nation heal following the September 11, 2001 tragedies. It may be time to look at our number one resource, our children. Helping children cope with these tragedies in a way that helps them maintain their mental and emotional health long term may be the best way any of us can help. An important part of children's mental and emotional health is their ability to appreciate diversity. The following is a list of suggestions that will be helpful in addressing this issue.

1. Remind children of the old saying, "You can't judge a book by its cover". We cannot know from looking at people or from their religious or ethnic affiliation whether or not they are good people. Each person is an individual and should not be judged on the basis of what others do or say. A person's race, gender or religious affiliation should never be the basis of teasing, distrust or negative interactions.
2. Acknowledge that people are different. We are. Talk about the differences with your child in a respectful manner. Understanding others' cultures and religions can help a child be more accepting. It helps to remove some of the fear and apprehension a child may feel towards others. People are less fearful of what they understand.
3. Ask children to stop and think what it might feel like to be someone who stands out as being different.
 - What would it feel like to be the only girl on the soccer team?
 - What would it feel like to be the only African-American in a classroom full of white children?
 - What does it feel like to be a child of middle-eastern heritage in the United States right now?
4. Take opportunities to celebrate diversity with your child. Go to museums, art exhibits, celebrations, fairs and theatrical productions that embrace or depict other cultures. Have a relaxed attitude and enjoy these events leaving plenty of time to discuss them with your child during and after the event.
5. Encourage children to recognize prejudice and to feel brave and say something. Help children practice statements that they can say.
 - It's not fair to pick on someone just because he is different than you.
 - If we can all try to get along, the world will be a better place.
 - I don't like what you just said. It seems you're making assumptions about someone you don't know.

Source: ParentLink, by Sandi Lillard, MSW, LCSW.

*Neet McCowen is Caring Communities Coordinator for the Department.
To reach her, please call (573) 751-3817.*

DUNN'S SAFETY TIPS - MAKING A FAMILY DISASTER SUPPLIES KIT

After a disaster, local officials and relief workers will be on the scene, but they cannot reach everyone immediately. You could get help in hours, or it may take days. Would your family be prepared to cope with the emergency until help arrives?

To help you get by you should prepare a disaster supplies kit. Keep approximately three days worth of goods. Replace the kit's perishable (food and water) contents every six months. Keep the supplies in a bag that can be grabbed in the event of quick flight.

Some suggested contents:

- ◆ One gallon of water per person per day (enough for three days is recommended)
- ◆ A three-day supply of ready-to-eat, non-perishable food – nothing to cook or refrigerate (canned items are best)
- ◆ Canned dog food (if have a dog)
- ◆ Can opener
- ◆ First aid kit
- ◆ Aspirin, antacids, anti-diarrhea medicine, vitamins
- ◆ Prescriptions – three days worth
- ◆ Clean, dry clothes

- ◆ Sleeping bags
- ◆ Cash, credit cards
- ◆ Flashlights and batteries
- ◆ Spare house and car keys
- ◆ Copies of very important documents
- ◆ Respirators or dust masks, gas masks (obviously, only when considered necessary)

Finally, have an escape plan. Set a predetermined place for all family members to meet. Designate an out-of-area or out-of-state friend as a "check-in contact" for everyone to call so you can communicate to others that you are okay.

Source: American Red Cross.

Steve Dunn is the Department's Safety Coordinator. He is also Director of the Mine and Cave Safety and Health Consultation Program for the Division of Labor Standards.

Switch to Telephone Hearings Improves Unemployment Appeals' Efficiency

By John Madigan, Chief Appeals Referee

The Unemployment Appeals Section has undergone a major facelift since the decision was made to convert appeals hearings from in-person to telephone proceedings. What at first glance seemed like a simple procedure was actually a very complicated, multi-faceted undertaking.

In order to be legally correct and provide accurate information and directions to the public in our rules, regulations, brochures, pamphlets, subpoenas, notices, etc., all of these things had to be changed, and in some cases, completely rewritten. Two appeals referees, Bonnie Keaton and Tom Williams, voluntarily undertook this yeoman's task, and after several months of detailed work, produced an outstanding package.

Our docketing procedures and internal information conveying procedure was antiquated and relied on hand-written notes and faxed log sheets. This system is being computerized, eliminating manual docketing procedures. Susan Poettgen, the new docketing supervisor, has worked diligently on this program and

has contributed an abundance of other suggestions that are being implemented on a routine basis.

Historically our appeals have been filed with employees in the Regional Claims Centers across the state, who would then image them and forward them to us. This procedure could delay our receipt of the appeal for up to eight to ten days. This was a problem because we work under a federal mandate that requires 60 percent of our decisions to be out within 30 days of receipt. In fact, the delay cut into our time so severely that many of our cases were going out late. Most other states provide that appeals be filed directly with the Appeals Section so that this delay is eliminated. With the approval of the department director, we are changing our procedure to provide for the direct filing of appeals with our division. This is another monumental change that requires the cooperation of numerous people in many divisions.

The telephone system was yet another area that needed drastic improvement. None of our outlying

offices had telephone equipment that would allow us to hold a two party hearing. John Phippen of Information Systems has been our savior in this area. John selected the best telephone system available and personally supervised, with unheard of speed, the installation of the new telephone equipment across the state.

There are a host of other changes that have been implemented in the last three months such as docket changes, cross training, the implementation of part-time employees, mailing improvements and a list too long to itemize. All of these changes will hopefully bring a better, more efficient yet less expensive product to our users.

This article would not be complete without saying thank you to our staff for meeting the many challenges our evolution has brought us. In a few people, change evokes the spirit of adventure and challenge. In some it evokes fear. All of the personnel here in Appeals have had to cope with many changes and the vast majority have adapted splendidly.

To Say Thank You

Thank you for your support and thoughtfulness for Mason. Having co-workers who care so much is one of the many things that make this Department a great place to work. No one ever expects to be in such situations, but when you are, it is amazing how much people care and want to help. Knowing that our family, friends, and co-workers are there for us, thinking of us and praying for Mason is the best support group we could ask for.

Thank you!

Glenda Kemna
Labor and Industrial Relations Commission

Note: Recently, a benefit was held for Glenda Kemna's two-year-old son, Mason. Mason has been diagnosed with juvenile xanthogranuloma and is receiving chemotherapy.

Quote of the Month

Yesterday is a cancelled check.

Tomorrow is a promissory note.

Today is cash; spend it wisely.

Lifestyles

Retirees from October 2001

UI Appeals

John Creger, Appeals Referee III

Division of Employment Security

Shirley Omeara, Claims Technician II, Kansas City Regional Claims Center

Lifestyles

New Employees from October 2001

Administration

Bernard Bechtel, Telecom Technician II, Information Systems

Division of Labor Standards

Steven Ratliff, Occupational Safety and Health Consultant II

Division of Workers' Compensation

Sherry Edmiston, Clerk

Tiffany Hughes, Court Reporter II

Gloria Steinle, Court Reporter II

Dineika Walker, Clerk Typist II

Division of Employment Security

Molly Borgstadt, Claims Technician I, Kansas City Regional Claims Center

Denise Kingsley, Clerk Stenographer III

Jessica Luecke, Clerk Typist III, Employer Contributions

Robert Rockers, Claims Technician I, Jefferson City Regional Claims Center

Patricia Smith, Clerk III, Benefits Section

Lifestyles

Promotions from October 2001

Administration

John Spillars, Computer Information Technologist II, Information Systems

UI Appeals

Carolyn Fluegel, Claims Examiner

Darlene Koetting, Claims Examiner

Division of Workers' Compensation

Lynda Williams, Clerk Typist III

Division of Employment Security

Carl Elkins, Claims Technician II, Springfield Regional Claims Center

Linda Honse, Contributions Technician II, Employer Contributions

Colleen Janson, Contributions Technician II, Employer Contributions

Teri Schulte, Contributions Technician II, Employer Contributions

Gerald Sharp, Claims Technician II, Springfield Regional Claims Center

Catherine Smith, Contributions Technician II, Employer Contributions

Missouri Commission on Human Rights

Teresa Farris, Clerk Typist III

Connie Baskett is September Employee of the Month



Connie Baskett, a Research Analyst IV with the Department's Research and Analysis section Jefferson City is the Department's September 2001 Employee of the Month.

Baskett's co-workers characterize her as a perfect example of an outstanding employee and manager. They note that she is always reliable and helpful in the performance of her job duties, and also when going above and beyond those duties to assist others.

She is continuously thinking of ways to improve productivity within the section, and her efforts were rewarded when employees under her supervision won the Governor's Award for Quality and Productivity earlier this year.

They add that for Connie, there is never a problem too big to overcome. "You know when Connie is working on something that it will get done, and done on time," they say.

Following is the text of a letter received by the Division of Employment Security's Benefit Payment Control Unit in Jefferson City. It is reprinted here to encourage all of us to reflect on our lives and actions in light of recent events.

10-5-01

Dear Sir or Madam,

I realize that I am supposed to be writing this letter in defense of myself as to why I did not claim earnings on my unemployment benefits. However, I thought it over and over again, and sadly I have no defense. I cannot possibly explain the disappointment that I have for myself.

In recent weeks tragedies that have struck our great nation were attacks on the freedom that we share. I have looked into the soul of my being and have seen some of the awful things that I do on a day-to-day basis.

I have been intimidated by the pure goodness and love that I have seen all around me, and it has brought me to the realization that we are not awful and full of hatred. But most importantly, it has made me want to be a better person, honest, forgiving, kind and considerate of my fellow man.

What I am trying to say is not so much directed to you, who reads this, so much as it is my way of getting this off my conscience. I am truly sorry for taking advantage of a privilege given to me, to help take care of me when needed. There are thousands of people in the world suffering right now, and I am ashamed of how greedy and inconsiderate I have been.

I am very, very sorry for my acts and will do whatever it takes to right this wrong. I am willing and able to do whatever you ask.

All I ask of you is that you keep that feeling that you have felt when you see beautiful things happen in our world, and help me in being kind and considerate of our fellow mankind, because it does make a difference. I have personally seen and felt it.

Again I am sorry for my selfish acts and please forgive my penmanship. I wanted this letter to be in my own hand.

Thank you so much for helping me understand that we should never take things for granted.

Changed forever,
(Claimant's signature)

Missouri Department of Labor and Industrial Relations
Office of Public Affairs
PO Box 1958
Jefferson City, MO 65102-1958
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Missouri Department of Labor and Industrial Relations

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Joann Lindemann, Editor

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Kristy Elisha
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If you have any story ideas, or just want to comment on the DOLIR Review, please contact Joann Lindemann at (573) 751-7500.

Joann can be reached at jlindemann@dolir.state.mo.us. If you prefer to write, forward your comments to the Office of Public Affairs, PO Box 1958, Jefferson City, MO 65102-1958.